

DISTRICT OF COLUMBIA RETIREMENT BOARD

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO.: RB-2005-19 **POSITION:** Data Technician
OPENING DATE: 09-15-05 **CLOSING DATE:** Open Until Filled
TOUR OF DUTY: 8:30 a.m. – 5:00 p.m. **SALARY:** \$22,800 - \$28,500
WORKSITE: 900 7th Street, NW **PROMOTION POTENTIAL:** Up to \$34,200
Washington, DC 20001 **AREA OF CONSIDERATION:** Unlimited
NO. OF VACANCIES: 1

DURATION OF APPOINTMENT: ☒ Permanent, ☐ Term { 13 months to 4 years },
Not to Exceed _____ ☐ Temporary { up to 1 year }, Not to Exceed _____ months

☐ This position **IS** in the collective bargaining unit represented by and you may be required to pay an agency service fee through an automatic payroll deduction.

☒ This position **IS NOT** in a collective bargaining unit. This is a career service appointment.

RESIDENCY PREFERENCE AMENDMENT ACT OF 1998: An applicant for a position in the Career Service who is a bona fide resident of the District of Columbia AT THE TIME OF APPLICATION, may claim a hiring preference over a non-resident applicant by completing the 'Residency Preference for Employment' form, DC 2000RP, and submitting it with the employment application, [DC 2000](#). To be granted preference, an applicant must: (1) be qualified for the position; and (2) submit a claim form at the time of application. Except for employees entitled by law to preference, preference will not be granted unless the claim is made at the time of application.

AGENCY'S MISSION:

The Retirement Board's primary mission is to manage and control the assets of the DC Police Officers' and Firefighters' Retirement Fund and the Teachers' Retirement Fund. Beginning in 2005, the Board will also assume responsibility for administering retirement benefits for over 24,000 active and retired participants.

BRIEF DESCRIPTION OF DUTIES:

The Data Technician is responsible for processing all member data changes and maintaining data integrity. The incumbent serves as first point of contact for annuitants requesting data changes and maintains accurate data for all active and inactive members. In addition:

- Answers basic telephone requests from members and annuitants
- Views and updates active member and retiree data such as name and address changes, changes in guardianship, tax and retro tax adjustments, and changes in banking information
- Updates annuitant survivors' elections
- Records survivors' payment elections
- Updates and maintains health insurance elections
- Maintains student certification and correspondence process
- Maintains personal knowledge of DCRB policies related to retirement administration

- Gathers appropriate information and identifies areas that need further research; follows up to resolution

QUALIFICATION REQUIREMENTS: The successful candidate will possess a High School diploma or equivalent.

SUBMISSION OF RANKING FACTORS: The following ranking factors will be used in the evaluation process. All applicants **MUST** respond to the ranking factors **ON A SEPARATE SHEET OF PAPER. PLEASE SEND AS AN ATTACHMENT TO YOUR RESUME.** Please describe specific incidents of sustained achievements from your experience that show evidence of the level at which you meet the ranking factors that have been determined to be of importance for the position for which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that include the degree to which you possess the job related knowledge, skills, and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS MAY ELIMINATE YOU FROM CONSIDERATION.**

1. Exceptional customer service skills
2. Good verbal/listening communication skills
3. Ability to accurately enter and manage sensitive computer data and manual employee records
4. Proficient in computer applications (Microsoft Office, internet navigation, e-mail)
5. Organizational and problem solving skills
6. Knowledge of call center operations
7. Ability to deal with difficult customers

Applications submitted for consideration will not be returned to the applicant, except that applications received outside the area of consideration or after the closing date will be returned without action.

HOW TO APPLY: All applicants, including departmental employees and other DC Government employees, must submit the District of Columbia Government Employment Application, DC 2000.

WHERE TO APPLY: DC Retirement Board
900 7th Street, NW
Washington, DC 20001
Attention: Valerie Wilkins, Human Resources Manager

AN EQUAL OPPORTUNITY EMPLOYER – ALL QUALIFIED CANDIDATES WILL RECEIVE CONSIDERATION WITHOUT REGARD TO RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, MARITAL STATUS, PERSONAL APPEARANCE, SEXUAL ORIENTATION, FAMILY RESPONSIBILITIES, MATRICULATION, PHYSICAL HANDICAP, OR POLITICAL AFFILIATION.

SALARY REDUCTION OF REEMPLOYED ANNUITANTS: An individual selected for employment in the DC government on or after January 1, 1980, who is receiving an annuity under District government civilian retirement system, shall have his or her pay reduced by the amount of annuity allocable to the period of employment.